

## Resources for COFA Citizens

### **Replacing Documentation**

Citizens of the Federated States of Micronesia (FSM), the Republic of Marshall Islands (RMI), and the Republic of Palau can replace lost or damaged Compact of Free Association (COFA) I-94 documentation by submitting a completed Form 1-102 online or by mail. Visit <https://www.uscis.gov/i-102> for more information.

### **Consulate and Embassy Contacts**

Citizens are encouraged to reach out to their consulate for any help replacing lost passports or other documents.

#### **FSM Consulate General in Honolulu**

Telephone: (808) 836-4775

Email: [fsmcghnl@aol.com](mailto:fsmcghnl@aol.com)

#### **RMI Consulate General in Honolulu**

Telephone: (808) 545-7767

Email: [rmi.consulate@hawaiiantel.net](mailto:rmi.consulate@hawaiiantel.net)

#### **Embassy of Palau in Washington, D.C.**

Telephone: (202) 349-8598

Email: [info@palauembassy.org](mailto:info@palauembassy.org)

### **Accessing Medical Care and Prescriptions**

You do not need insurance to access medical care at the sites listed below. If you do not have health insurance, you may be eligible for Med-QUEST. Details on how to enroll can be found in the section “Enrolling in Health Insurance.”

**Kaiser Permanente** is providing free medical services to members and non-members at several locations. Beginning Tuesday, September 5, all locations will be open Monday through Friday, 9 a.m. – 4 p.m. and closed Saturday and Sunday. Non-U.S. citizens are able to access this medical assistance. For the most up-to-date information, please visit Kaiser Permanente’s website: <https://healthy.kaiserpermanente.org/hawaii/alerts/p2/maui-wildfire-updates/>.

- **Mobile Health Vehicle at Napili Park**  
Services: First aid, pediatric services, behavioral health, OB/GYN services (Fridays only), pharmacy courier  
Address: 50 Maiha St, Lahaina
- **Mobile Health Vehicle at Royal Lahaina Hotel**  
Services: First aid services, pharmacy services  
Address: 2780 Kekaa Dr, Lahaina
- **First Aid Station at Hyatt Regency Lahaina, Maui Suites, Promenade Lower Level**  
Services: First aid, behavioral health, pharmacy courier  
Address: 200 Nohea Kai Drive, Lahaina

Inquiries regarding **prescription services** for non-members and uninsured individuals can be directed to the Kaiser Permanente Pharmacy Services at 1-808-643-7979.

The **West Maui Coordinated Care Clinic** is providing general medical care, prescription refills, and mental health services at Akoakoa Place. No appointment is necessary and insurance is not required. Non-U.S. citizens are able to access this medical assistance. Mobile visits are available, covering neighborhoods from Leialii to Honokohau Valley. For more information, please call (833) 833-3431 or (808) 586-4468 Monday through Friday 7:45 a.m. – 4:30 p.m. For the most up-to-date information, please visit: <https://health.hawaii.gov/mauiwildfires/>

- Services: General wound care, pharmacy services, primary care, mental health services, eye care, insurance support
- Hours of operation: 9 a.m. – 4p.m. daily

The **Maui Health Community Medical Clinic (West Side)** is providing first aid, health and wellness checks, and pharmacy services for community members at its outreach clinic located at the Hyatt Regency Maui.

- Hours of operation: Monday – Saturday, 9 a.m. – 4 p.m. Closed Sundays.

**Minit Medical** is providing basic urgent care at **Lahaina Gateway Center**. You do not need insurance or your insurance card to receive care.

For assistance with **non-emergency health services**, you can call the Department of Health's call center at (833) 833-3431 or (808) 586-4468 or visit their website: <https://health.hawaii.gov/mauiwildfires>. The call center is open from 7:45 a.m. – 4:30 p.m., Monday through Friday.

### **Prescriptions**

**Emergency Prescription Assistance Program (EPAP):** If you are uninsured and your prescriptions or medical equipment were lost and/or damaged in the wildfires, you can request a free 30-day supply for certain prescription medications, vaccines, and medical equipment at any EPAP-participating pharmacy **until September 16, 2023**. This program is available to non-U.S. citizens.

To be eligible, you must: 1) live in Maui county; and 2) have no form of prescription insurance. First, enroll by calling the EPAP hotline at (855) 793-7470. Next, you will have to provide the pharmacy with one of the following:

- A prescription from a licensed health care practitioner;
- A current prescription bottle;
- A prescription phoned in by a licensed health care provider; OR
- Proof of an existing prescription.

You can find participating pharmacies across Maui County below. Please call ahead to confirm participation.

- Longs Drug Store – 70 E Kaahumanu Ave, Kahului | (808) 877-0068
- Longs Drug Store – 275 W Kaahumanu Ave, Kahului | (808) 871-6268
- Longs Drug Store – 100 Hookele St, Kahului | (808) 873-0571
- Walmart – 101 Pakaula St, Kahului | (808) 871-7012
- Walgreens – 10 E Kamehameha Ave, Kahului | (808) 872-3301
- Costco – 540 Haleakala Hwy, Kahului | (808) 871-8755
- Maui Clinic Pharmacy – 53 S Puunene Ave, Kahului | (808) 877-6222
- Longs Drug Store – 1215 S Kihei Rd Ste B, Kihei | (808) 879-2033

- Safeway – 277 Piikea Ave, Kihei | (808) 891-9130
- Wailea Pharmacy – 34 Wailea Gateway Pl Ste 103, Wailea | (808) 879-0123
- Times Honokowai Pharmacy – 3350 Lower Honoapiilani Rd, Lahaina | (808) 661-8008
- Longs Drug Store – 55 Kiopaa Pl, Makawao | (808) 573-9300
- Makawao Town Pharmacy – 1120 Makawao Ave, Makawao | (808) 573-1055
- Longs Drug Store – 135 Kehalani Village Dr, Wailuku | (808) 242-5606
- Walgreens – 700 Waiale Rd, Wailuku | (808) 872-9742
- Safeway – 58 Maui Lani Pkwy, Wailuku | (808) 243-3527
- Wailuku Professional Pharmacy – 1900 Main St Ste 3, Wailuku | (808) 249-2113

### **Accessing Mental Health Care**

- **Department of Health Maui Community Mental Health Center:** Offering crisis mental health services and expanded hours.  
Contact: (808) 984-2150 or [mauiwellness@doh.hawaii.gov](mailto:mauiwellness@doh.hawaii.gov)  
Address: 121 Mahalani St., Wailuku.  
Hours: 8 a.m. to 4:30 p.m. every day. After hours, speak to a local crisis counselor at (808) 832-3100, (800) 753-6879 or call/text/chat with 988.
- **Disaster Distress Hotline:** Call or text the Disaster Distress Hotline at (800) 989-5990 any time of day to access crisis counseling and support.
  - If you require support in American Sign Language (ASL), you can call via a videophone-enabled device or click the “ASL Now” link at:  
<https://www.samhsa.gov/find-help/disaster-distress-helpline>
- **HMSA:** Offering [free counseling services](#) for those experiencing mental distress or in need of assistance with food, housing, and other essential needs. To receive services, call (800) 580-6934. You do not need to be an HMSA member to participate.
- **Kaiser Permanente’s Mobile Medical Care Clinics:** Behavioral health services are available at Kaiser Permanente’s clinics at the Hyatt Regency, Royal Lahaina Hotel, and Napili Park.
- **Hawaii UTelehealth:** Free confidential crisis counseling services are available via telehealth to everyone, with a focus on older adults, Native Hawaiian, Pacific Islander and rural communities. For more information, please call (808) 375-2745, email [utele@hawaii.edu](mailto:utele@hawaii.edu), or visit <https://hawaiiutelehealth.org/>. To request an interpreter, please call (808) 375-2745.

### **Enrolling in Health Insurance**

- **Enrolling in Med-QUEST:** Due to the public health emergency, the State of Hawaii has the flexibility to change how it administers the Med-QUEST program, such as increasing eligibility for Medicaid coverage and making it simpler to enroll. If you lost your job or suffered loss of income, you may be eligible for health insurance. If you are a COFA citizen and meet all other Medicaid eligibility rules, you may be eligible. For more information, please visit: <https://medical.mybenefits.hawaii.gov/> or call (877) 628-5076.
- If you already have Med-QUEST, all terminations and eligibility renewals are paused for Maui County residents through May 2024.
- **Purchasing Insurance on the Health Insurance Marketplace:**
  - If you lost your health insurance and do not qualify for Med-QUEST, you may be eligible for a Special Enrollment Period on the Health Insurance Marketplace. To learn more and enroll visit: <https://www.healthcare.gov/screener/>

- If you had experienced a qualifying event (i.e., loss of other coverage, birth of child, marriage) before the fires, but were unable to enroll in new health insurance due to the disaster, you may qualify for an “Exceptional Circumstance Special Enrollment Period” (SEP).
  - You will have to attest that you lived in Maui County during the disaster and that the disaster prevented you from completing enrollment in health coverage.
  - You will have **up to 60 days from the end of the disaster period** to select new health care coverage.
  - To request an Exceptional Circumstance SEP, you can call the Marketplace Call Center at (800) 318-2596 or TTY at (855)-889-4325.
- When applying, COFA citizens will need to provide one or more of the following immigration documents:
  - 1-94 arrival/departure record
  - 1-94 arrival/departure record and foreign passport
  - 1-766 Employment Authorization document, or
  - Unexpired passport issued by RMI, FSM, or Palau

### **Replacing Your Medicaid ID Card**

You can receive a replacement Medicaid ID card by calling the Med-QUEST Customer Services Call Center for Neighbor Islands at 1-800-316 - 8005 or the Maui Med-QUEST Eligibility Branch at 1-808-243-5780. TTY users can call 711.

### **FEMA Assistance**

COFA citizens are eligible for disaster survivor resources made available to the general public including access to emergency shelters, crisis counseling, disaster legal services, and disaster supplemental nutrition assistance (food stamps).

FEMA Individuals Assistance can provide money and/or a temporary place to live if you are eligible and have uninsured or underinsured necessary expenses and serious needs. It is intended to meet basic needs and help survivors start the recovery process. To receive assistance under the Individuals and Households Program, you must meet these conditions:

- If you are a COFA citizen, you must either:
  - Live in the same household with another adult who is a U.S. citizen, non-citizen national, or qualified immigrant, or
  - Be the parent or legal guardian of a child under 18 who lives in your household and is a U.S. citizen, non-citizen national, or a qualified alien. In this case, you must apply as a co-applicant with your child.
  - You can call the 24-hour disaster assistance helpline at 1-800-621-3362 to determine eligibility or visit <https://www.fema.gov/assistance/individual/program> and <https://www.fema.gov/assistance/individual/program/citizenship-immigration-status> for more information.
- FEMA must be able to verify your identity;
- Your insurance, or other forms of disaster assistance received, cannot meet your needs caused by the fire; and
- Your necessary expenses and serious needs are directly caused by the fire.

You can apply for FEMA assistance by registering at [www.disasterassistance.gov](http://www.disasterassistance.gov), using the [FEMA mobile app](#), calling the FEMA Helpline at 800-621-3362, or by speaking with a

FEMA Disaster Survivor Assistance staff member at a Disaster Recovery Center. **You must apply by October 10, 2023.** FEMA assistance is a grant that doesn't have to be repaid.

FEMA Disaster Recovery Centers are currently open from 8 A.M. to 7 P.M., seven days a week at the:

- Lahaina Civic Center, 1840 Honoapi'ilani Highway in Lahaina,
- University of Hawaii Maui College Building 205 (Community Services Building), 310 W. Ka'ahumanu Avenue in Kahului, and
- Mayor Hannibal Tavares Community Center (in the Lower Multi-Purpose Room), 91 Pukalani Street in Makawao.

To the extent possible, you should have the following information available when you apply for assistance:

- A phone number and a reliable alternate in case FEMA needs to call you back;
- Address of the damaged property;
- Social Security number;
  - Have information for the person in your household who is a U.S. citizen, non-citizen national, or qualified immigrant.
- Bank account information or direct deposit information;
- Insurance information (if you have insurance);
- Brief description of damages (if known);
- A mailing address;
- Names of all occupants of your household before the disaster;
- Your household's annual gross income before the disaster; and
- Pen and paper to write down your registration number.

For more information on eligibility, see [here: https://www.fema.gov/fact-sheet/common-reasons-femas-eligibility-decisions](https://www.fema.gov/fact-sheet/common-reasons-femas-eligibility-decisions).

**Even if you are currently sheltered (staying with friends, family, or on an employer's property) you should still register with FEMA for potential future assistance.**

After you apply for disaster assistance, FEMA may determine that you are eligible to receive the following kinds of housing support, depending on [your eligibility and needs](#) (<https://www.fema.gov/assistance/individual/sheltering-housing-options>):

- **Transitional Sheltering Assistance:** You could stay in an approved hotel or motel room paid for by FEMA. After you apply for assistance, FEMA will notify you if you are eligible. Once you have approval and a FEMA registration ID, you can [look up participating hotels](#) (<https://www.femaemergencyhotels.com/>)
- **Lodging Expense Reimbursement:** You could be reimbursed for hotels, motels, Airbnb, or other short-term lodging costs.
  - To apply for this support, you need to provide your name, the name, address, and phone number of where you stayed, the dates of occupancy, and the amount you paid. You will need to provide receipts.
- **Rental Assistance:** You could receive financial assistance to rent alternative temporary housing, including essential utilities and security deposit. The funds may be used to rent a house, apartment, manufactured home, or an RV, but the amount of time that FEMA will cover rental expenses is limited, depending on FEMA's determination of the appropriate benefit:
  - Initial Rent Assistance – Up to two months.

- Continued Rent Assistance – Up to 18 months.
- **Direct Housing Assistance:** FEMA can directly provide housing, such as a lease or a mobile or manufactured home, if there are no other practical temporary housing options. Housing can be available for up to 18 months, and requires paying rent if it is extended.

To learn more about the help available, visit FEMA's [website for the Hawaii Wildfires](https://www.fema.gov/disaster/4724) at <https://www.fema.gov/disaster/4724>, which is updated regularly. For additional details on FEMA programs and application requirements, see [here](https://www.fema.gov/sites/default/files/documents/fema_iappg-1.1.pdf) ([https://www.fema.gov/sites/default/files/documents/fema\\_iappg-1.1.pdf](https://www.fema.gov/sites/default/files/documents/fema_iappg-1.1.pdf)), immigration eligibility beginning on page 46 and housing programs beginning on page 78.

### **Other Housing Assistance**

Other temporary housing programs do not require any immigration status.

### **State Fire Relief Housing Program**

The Hawaii Housing Finance and Development Corporation is working to pair Maui residents displaced by the fires with spare bedrooms, vacation rentals, or unoccupied units that are available for at least one month. You may be expected to pay rent, which could be covered by FEMA or state funds. The program's [webpage](https://dbedt.hawaii.gov/hhfdc/hawaii-fire-relief-housing-program/) (<https://dbedt.hawaii.gov/hhfdc/hawaii-fire-relief-housing-program/>) includes a map and listing of available homes, updated twice each day.

Fill out [this form](https://forms.office.com/pages/responsepage.aspx?id=xt5HOLJj-UOm0FikCqoaEHVjiNA1J-pKslMmsmarLchUMjZEWDkxVjRLTIZQQ0VQMjVUSEMzUDFVSY4u) (<https://forms.office.com/pages/responsepage.aspx?id=xt5HOLJj-UOm0FikCqoaEHVjiNA1J-pKslMmsmarLchUMjZEWDkxVjRLTIZQQ0VQMjVUSEMzUDFVSY4u>) with your information and needs and you will be contacted for verification. You will get access to a listing of landlords and homeowners who are offering a place to stay, and should expect that you will need to provide proof of ID and residency and negotiate the terms of your stay with the person offering it.

For more information, see [this FAQ](https://dbedt.hawaii.gov/hhfdc/files/2023/08/HHFDC-Fire-Relief-Housing-FAQ-V.3.0-081423-2100-dm.pdf): <https://dbedt.hawaii.gov/hhfdc/files/2023/08/HHFDC-Fire-Relief-Housing-FAQ-V.3.0-081423-2100-dm.pdf>. You can also call 808-587-0469 between 7:45 A.M. and 4:30 P.M., Monday through Friday, or leave a voicemail or email [hawaiifirereliefhousing@hawaii.gov](mailto:hawaiifirereliefhousing@hawaii.gov) and leave a message and your contact information.

### **Red Cross Transitional Housing**

The Red Cross is working to provide temporary housing assistance in the form of hotel rooms to those displaced by the fire, regardless of citizenship. Call the Red Cross at 1-800-733-2767.

### **Housing and Resources Counseling**

The Disaster Recovery Center has Federal Emergency Management Agency (FEMA) and Small Business Administration (SBA) specialists that can help you access resources and applications from the federal and state government and voluntary organizations.

The federal Department of Housing and Urban Development provides free, confidential housing counselors that can help you find housing resources to recover from the fire. A counselor can help you make a plan, navigate FEMA assistance and insurance, communicate with a landlord or mortgage company, and know your rights. Request an appointment with [this form](https://yourhome.fanniemae.com/talk-to-a-housing-counselor#request-appointment) (<https://yourhome.fanniemae.com/talk-to-a-housing-counselor#request-appointment>) or by calling 1-855-HERE2HELP (855-437-3243). For more information, see [how a housing](#)



[counselor can help](https://yourhome.fanniemae.com/get-relief/housing-counselor-help) (https://yourhome.fanniemae.com/get-relief/housing-counselor-help) and [what questions you can ask](https://yourhome.fanniemae.com/get-relief/housing-counselor-help) (https://yourhome.fanniemae.com/get-relief/housing-counselor-help).

### **Supplemental Nutrition Assistance Program (SNAP)**

#### **Disaster-SNAP (D-SNAP)**

Beginning September 18 through September 23, households in Kula (96790) and Lahaina (96791, 96767) may qualify for D-SNAP. To qualify, you must have been residing or employed in the impacted area on August 8, 2023 and have directly experienced loss of housing, loss of employment, incurred disaster-related expenses, or food loss and meet income requirements. Applicants are required to provide a proof of identity. If you do not have proof of identity, you may still apply for D-SNAP, but benefits will be delayed until proof of identity is provided. D-SNAP is available to individuals and families regardless of citizenship status.

If you already receive SNAP benefits, you are not eligible for D-SNAP, but if you live in Kula and Lahaina a supplemental SNAP benefit will be issued to your EBT account to bring your monthly benefit to the maximum SNAP benefit amount based on your household size. This is scheduled to be issued by Monday, September 18.

Residents can apply at the following locations:

<b>Island</b>	<b>Location</b>	<b>D-SNAP Hours of Operation</b>
Maui	Hyatt Regency Maui Resort (200 Nohea Kai Drive, Lahaina)	Monday, Sept. 18 – Saturday, Sept. 23 8 a.m. – 6 p.m.
Oahu	OR&L Processing Center (333 N. King Street, Rm. 200, Honolulu)	Monday, Sept. 18 – Friday, Sept. 22 8 a.m. – 4 p.m.
Kauai	Kauai Processing Center (3059 Umi Street, Ste. 110, Lihue)	
Molokai	Molokai Processing Center (55 Makaena Place, Rm. 1, Kaunakakai)	
Lanai	Lanai Processing Center (730 Lanai Avenue, Lanai City)	
Hawaii Island	South Hilo Processing Center (1990 Kinoole St., Ste. 108, Hilo)	
	West Hawai'i Processing Center – North Kona Office (75-5722 Hanama Place, Ste. 1105, Kailua-Kona)	

Applications will be scheduled by alphabet based on the first letter of the applicant's last name. If you are located on Maui, you can find your application date below.

<b>Date</b>	<b>First Letter of Last Name</b>
Monday, Sept. 18, 2023	A-J
Tuesday, Sept. 19, 2023	Ka-Ke
Wednesday, Sept. 20, 2023	Ke-Ku
Thursday, Sept. 21, 2023	L-P

Friday, Sept. 22, 2023	Q -Z
Saturday, Sept. 23, 2023	Overflow for those who missed assigned days.

If you are located on Oahu, Kauai, Molokai, Lanai, or Hawaii Island, you can find your application date below.

<b>Date</b>	<b>First Letter of Last Name</b>
Monday, Sept. 18, 2023	A-J
Tuesday, Sept. 19, 2023	K
Wednesday, Sept. 20, 2023	L-P
Thursday, Sept. 21, 2023	Q-Z
Friday, Sept. 22, 2023	Overflow for those who missed assigned days.

For more information, please visit the following website: <https://governor.hawaii.gov/wp-content/uploads/2023/09/DHS-D-SNAP-Release-09.13.23-final.pdf>. For additional assistance, please call (855) 643-1643.

#### **Other Assistance**

If you need immediate help, [Maui Nui Strong](#) maintains a webpage featuring voluntary and nonprofit organizations that may be able to support your needs. For updates on state, county, and other resources, see <https://www.mauirecover.org>.